



4 CRISIS LINE (03) 477 1229; Office (03) 466 3220; Fax: (03) 455 0059
Email: pounamu1@actrix.co.nz, P.O. Box 2267, Dunedin 9044

JOB DESCRIPTION

Kaiwhakahaere (Manager)

The Manager will oversee and have day to day responsibility for all activities at Te Whare Pounamu Dunedin Women's Refuge (TWP). Our Manager will answer to the Board of TWP.

In this role you will be responsible for delivering on the following key accountabilities;

- **Understanding strategic objectives:** The Manager will develop a clear vision of exactly how the organisation will achieve the strategic objectives of TWP. This also involves translating these goals into implications for the operation's performance, objectives, quality, speed, dependability, flexibility and cost.
- **Developing an operational strategy:** The Manager will develop a set of guidelines that align with the organisation's long term goals and will ensure the Kaimahi follow these.
- **Further develop the operation's services and processes:** The Manager will ensure continuous improvement is actioned as appropriate through research and relationships with external agencies and National refuge offices.
- **Planning and controlling:** The Manager will make decisions on what the Kaimahi should be doing on a daily basis and make sure that it is getting done.
- **Improving the performance of operations:** The Manager is expected to continually monitor and improve the overall operational performance of TWP.

In this position, successful delivery will require a range of skills, attributes and experience.



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For this position TWP will look for and recruit an individual who can demonstrate they have the following attributes;

- Oversee research of new and existing funding avenues in consultation with the TWP Board.
- Report on, understand and be able to communicate the organisation's financial performance and position as required.
- Raise the profile of TWP and its services in the local and wider community
- Build strong positive relationships with all Kaimahi and ensure all HR policies are adhered to, ensuring non-compliance is dealt with quickly and effectively
- Network and become personally known to all relevant funding agencies and able to advocate on TWP's behalf with these agencies.
- Ensure policies are kept up to date, technology is appropriate and maintained, and all other operational aspects of the organisation are managed effectively
- Manage all contractor relationships as appropriate
- Undertake a positive public relations role for TWP in the wider community and nationally, ensuring information is provided as appropriate.

Role Specific Competencies:

Human Resource

Recruitment & Employment

Ensure all recruitment and employment is carried out in accordance with the TWP procedure and in compliance with current employment law.

Staff Training & Development

- Establish goals and objectives for yourself and your team and implement accordingly to help support and improve job performance (experience, ability, competence, and capacity).
- Be aware of and promote Refuge best practice and performance standards.
- Develop and monitor performance standards.
- Identify individual training needs.



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- Implement, monitor and review training and development plans.

Performance Management & Annual Appraisals

- Monitor, review and address personnel under performance, maintaining appropriate records in accordance with TWP procedures.
- Conduct and record annual performance appraisals.
- Ensuring that the appropriate systems and processes are in place to measure and manage staff performance and to coach and develop a high performance workforce.

Discipline & Grievance

- Monitor, review and address staff under performance, and maintaining appropriate records in accordance with TWP procedures as required.
- Address any staff discipline or grievance issue, maintaining appropriate records in accordance with TWP procedures.

Refuge Service

- Maintain proactive, dynamic and effective communication with all external relationships and clients at all times including funders and the wider community.
- Ensure the office of TWP offers flexible and helpful client service to maintain a high level of quality and to the standards expected by the funders.

Health & Safety

- Promote & maintain awareness and compliance of H&S in accordance with best practice and legal requirement. This includes ensuring all Kaimahi attend supervision as necessary.

Operational Performance

- Monitor and manage reporting requirements for funding partners and National office
- Achieve all reporting deadlines



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- Control all associated operational and capital costs according to the annual budget

Develop & implement operational improvements

- Ensure non value-added activity is reduced
- Manage change to meet current client requirements.
- Implement improvement in processes and systems to reduce inefficiencies and minimize costs.

Developing a high performance workforce

- Promoting and upholding TWP performance standards and ideology (on time delivery, quality, continuous improvement, and a strong work ethic).
- Operational Excellence – Prioritising urgent needs, high efficiency, high effectiveness and maximizing value to clients

Funding

- To expand TWP's funding bases wherever possible.
- To liaise with funding bodies both existing and new, and to be aware of their likely level of financial support.
- To network and become personally known to all relevant funding agencies and able to advocate on TWP's behalf with these agencies.

Finance

- Maintain and provide financial reporting and accountability to funders when required.
- Ensure all financial records are with the TWP's accountants by mid-July for compilation of year end accounts and auditing.
- Ensure a financial report and accounts for payment are passed and ratified by the Board at their monthly meetings.

SUPERVISION

The Manager will attend work related supervision.



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CONDITIONS OF EMPLOYMENT

The Manager will:

- Be employed under an Individual Employment Agreement and standard conditions of work will detail hours of work, rate of pay, leave entitlements and grievance procedures.
- Agree to abide by the NCIWR Constitution, the Te Whare Pounamu Dunedin Women's Refuge Code of Conduct.
- Undertake ongoing training as required and or directed by the Board.

IDEAL APPOINTMENT SPECIFICATIONS:

- To have a thorough understanding of family violence.
- Have a violence free lifestyle and beliefs that support this.
- To demonstrate an understanding of the impact of stress on one's self and how to manage this.
- To demonstrate highly effective HR skills as required in the tasks listed above. (3 + years)
- To be able to liaise effectively with a variety of professionals and agencies.
- Have excellent time management and organisational skills.
- Will demonstrate an understanding of the objectives of the *Domestic Violence Act 1995*.
- Have a sound knowledge of Tikanga Maori, tino rangatiratanga and an awareness of issues relating to iwi Maori
- Have a current driver's license
- Be flexible and able to manage last minute changes in crisis situations.
- Have neat and tidy dress
- Have a working understanding of health and safety best practice and legislation
- Strong problem solving skills & continuous improvement skills.
- Be comfortable dealing with and efficient in processing paperwork.
- Possess a working understanding of leadership principles and management best practice. (minimum of 3 years in a management role)



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- Possess excellent verbal and written communication skills for a demanding and customer focused working environment.
- Possess excellent personal organisation and business administration skills in accordance with modern best practice methods.
- Have the ability to build a high performance team which can operate efficiently, effectively, productively and cost effectively.
- Be personally energetic, dynamic, positive, and enthusiastic, and possess the ability to think laterally and act through reasoned decision making.
- Be able to get things done and make things happen to ensure a high quality refuge service is provided.
- Possess the ability to work productively, efficiently & effectively with initiative and drive under tight timescales and pressure whilst maintaining attention to detail and quality.
- Possess the ability to implement and manage change in the business.
- Possess the willingness to learn, improve, and adapt.
- Possess strong computer skills and competency in basic MS Office applications - outlook, excel & word in particular.
- To possess previous management experience (3 years +)
- To possess Finance and funding experience (3 years +)
- Have strategic planning experience (3 years +)